

As of 21 July 2023

Effective Date: 21 July 2023

Name of Service: Singtel Dark Fibre Service. *For more information, refer to www.singtel.com.*

Description: Customised Dark Fibre Service Scheme
(Customised Scheme)

Prices (including discounts):

Service	Contract Term (Years)	Monthly Recurring Charge (MRC) (\$ per pair)	One-Time Charge (OTC) (\$ per pair)
Standard Dark Fibre	3	\$3,380	\$2,000

The customised tariffs will be applicable to all new Dark Fibre service(s) subscribed under the Customised Scheme.

Key Terms and Conditions:

1. The contract term of the Customised Scheme is three (3) years.
2. The contract term of the services subscribed under the Customised Scheme is three (3) years.
3. The services subscribed under the Customised Scheme are subject to resource availability.
4. Both ends of the Dark Fibre service(s) subscribed under the Customised Scheme must connect to a Data Centre.
5. Any relocation request (internal or external) of any fibre strand will require a re-provisioning of the service and will incur one-time relocation charges. Such charges will be advised by Singtel upon such request.
6. The customer shall not resell the service subscribed under the Customised Scheme 'as is' or as a full or sub-bandwidth standalone Dark Fibre service.
7. Services subscribed under the Customised Scheme will continue at the customised prices after expiry of the service contract term.
8. No other discounts, including but not limited to, term and volume discounts, shall be applicable to the services subscribed under the Customised Scheme.
9. All other standard prices, terms and conditions of the Singtel Dark Fibre service shall remain applicable

Suspension and Termination Provisions:

If the customer terminates the service(s) subscribed under the Customised Scheme during the contract term of the service(s), the customer shall be liable for a premature termination charge of 100% of the remaining contract term.

Refer to www.singtel.com

Service Level Agreement:

Service Delivery Delay

In the event that the Dark Fibre service(s) is not provisioned on or before the applicable Request For Service (**RFS**) date(s), the customer will be entitled to a Service Credit equal to the percentage of the OTC of the affected service(s) in accordance with the following table:

No. of days of the delay	Service Delivery Guarantee Credit (% of the OTC of the affected service)
1 st to 7 th calendar day	10% of OTC per calendar day
From the 8 th calendar day onwards	20% of OTC per subsequent calendar day

The customer will not be entitled to any credits for RFS date delays arising out of the customer's acts or omissions, the failure of a third-party to deliver or provide services (excluding local access provided by Singtel, if any), or a Force Majeure event.

The service delivery delay penalty is capped at the total contract value.

Service Availability

In the event of a failure of each Dark Fibre pair, the following Service Credit for Service Availability will apply.

Service Availability (Monthly)	Service Credit (% of the MRC of the affected service)
$99.2\% < X \leq 100\%$	0%
$99.0\% < X \leq 99.2\%$	5%
$98.0\% < X \leq 99.0\%$	15%

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$97.0\% < X \leq 98.0\%$	25%
$X \leq 97\%$	50%

Mean Time to Repair

In addition to the Service Availability credit, in the event of a failure of the Dark Fibre pair(s), the customer will be entitled to a Service Credit for the Mean Time to Repair as set out below:

Parameter	Service Level	Service Credit (% of the MRC of the affected service)
Mean Time to Repair (per Dark Fiber pair per month)	$4 \text{ hours} < X \leq 8 \text{ hours}$	2%
	$8 \text{ hours} < X \leq 24 \text{ hours}$	5%
	$24 \text{ hours} < X \leq 48 \text{ hours}$	10%
	$48 \text{ hours} < X \leq 72 \text{ hours}$	15%
	$X > 72 \text{ hours}$	20%

Eligibility:

The Customised Scheme will be offered to all similarly situated customers who satisfy the following criteria:

- a) is a duly licenced Facilities Based Operator (**FBO**) or Services Based Operator (**SBO**) or Global and/or Regional Content Aggregator; and
- b) accepts the terms and conditions of the Customised Scheme in its entirety.